



CITY OF NORTH CANTON UTILITIES DEPARTMENT

145 NORTH MAIN STREET
NORTH CANTON, OHIO 44720
www.northcantonohio.gov

Subject: Large Water Meter Audit; Call to Schedule an Appointment

Dear Large Water Meter Customer:

Thank you for being a North Canton water user customer. We are committed to serving you with the highest quality of water and service here in North Canton.

We continue to look for cost effective ways to manage our utilities with minimal or no increases in consumption rates. Toward this end, we are in the process of investigating new meter reading technologies by performing an inspection of large water meters to ensure accurate readings and minimize waste.

Large water meters are those with a meter size of 2-inch diameter or larger. Many large meters were sized years ago based on existing demands or anticipated demands at the time. Over the years, these meters became less accurate due to changing consumption demands, increase in low-use water fixtures, and implementation of best practices. Having inaccurate or wrong-sized meters costs all customers more money in the form of higher rates. Our primary goal is to verify appropriate meter settings for all large meter users to minimize waste and excess costs. No modifications are currently being planned.

To aid in this effort, we are asking all our large meter water customers to permit our City staff and consultants to visit your facility, review meter settings, and work with your appropriate staff to determine your current and planned water usage needs over the next ten (10) years. Our staff will need to be on-site for about one (1) to two (2) hours per meter with full, unobstructed access to all meters. They will have appropriate identification for your security. Please make someone available to meet with them who will be able to review and discuss present and future planned water needs.

Please call us to set up an appointment for your facility. We will begin taking appointments for May 13 through July 31, with the need to accommodate about 250 businesses, on a first come/ first served as best as possible. The available time slots are: 8-10am; 10-12pm; and 1-3pm. You may call Krissy Hostetler at 330-966-3650 Tuesday through Thursday from 8am – 3:30 pm or Kim Miller at 330-375-0800 M-F from 8am – 5pm to set up your appointments. Failure to schedule an appointment may result in service interruption.

If you have any questions regarding this letter or water needs, please call Robert McNutt at 330-697-0437. Again we appreciate your business and cooperation in this matter.

Sincerely,

City of North Canton

Call to Schedule an Appointment: 330-966-3650 or 330-375-0800